



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Frontier Communications of Illinois, Inc.**  
**for Filing Period 7/1/2008 to 9/30/2008**  
**Tracking Number 2397**

**Performance Data - Code Part 730**

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.61	5.15	3.75	4.50
B. Operator Answer Time - Information Section 730.510(a)(1)	5.15	4.82	4.77	4.91
C. Repair Office Answer Time Section 730.510(b)(1)	118.00 *	119.00 *	97.00 *	111.33 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	185.00 *	204.00 *	186.00 *	191.67 *
E. Percent of Service Installations Section 730.540(a)	94.79 %	99.06 %	95.24 %	96.36 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 (a)	100.00 %	75.61% *	83.78% *	86.46% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.10	1.40	1.30	1.27
H. Percent Repeat Trouble Reports Section 730.545(c)	3.00 %	12.00 %	0.00 %	5.22 %
I. Percent of Installation Trouble Reports Section 730.545(f)	10.42 %	13.21 %	1.19 %	8.27 %
J. Missed Repair Appointments Section 730.545(h)	3	9	2	5
K. Missed Installation Appointments Section 730.540(d)	5	1	4	3

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$59.40	\$10.23	\$69.63
B. Number of credits issued for repairs - 24-48 hours	0	6	6	12
C. Number of credits issued for repairs - 48-72 hours	0	4	0	4
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	1	1	2
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$60.00	\$60.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	1	1
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	27	19	19	65
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0